

POSITION DESCRIPTION (Please Read Instructions on the Back)						1. Agency Position No. NAVFAC 7	
2. Reason for Submission <input type="checkbox"/> Replacement <input checked="" type="checkbox"/> New		3. Service <input type="checkbox"/> Active <input checked="" type="checkbox"/> Field		4. Employing Office Location <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt		5. Duty Station	
6. OPM Certification No.		7. Financial Statements Required <input type="checkbox"/> Executive Personnel <input type="checkbox"/> Employment and Financial Interests		8. Subject to IA Action <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		9. Competitive Level Code	
10. Position Status <input type="checkbox"/> Competitive <input type="checkbox"/> Excepted (Specify in Remarks)		11. Position vs. <input checked="" type="checkbox"/> Supervisory <input type="checkbox"/> Managerial <input type="checkbox"/> Tailor		12. Sensitivity <input checked="" type="checkbox"/> 1-Non-Sensitive <input type="checkbox"/> 3-Critical Sensitive <input type="checkbox"/> 2-Moderately Sensitive <input type="checkbox"/> 4-Special Sensitive		14. Agency Use NAF POSITION	
15. Classified/Graded by		Official Title of Position		Pay Plan		Occupational Code	
a. U.S. Office of Personnel Management							
b. Department, Agency or Establishment							
c. Susceptible Review		HOUSING MANAGEMENT ASSISTANT		NF		1173 03	
d. First Level Review						1/9/03	
e. Recommended by Supervisor of Initiating Office							
16. Organizational Title of Position (if different from official title)		17. Name of employee (if vacancy, specify)					
EXECUTIVE HOUSEKEEPER							
18. Department, Agency, or Establishment		c. Third Subdivision					
DEPARTMENT OF THE NAVY		d. Fourth Subdivision					
e. First Subdivision		e. Fifth Subdivision					
f. Second Subdivision		Signature of Employee (optional)					
19. Employee Review: This is an accurate description of the major duties and responsibilities of my position.							
20. Supervisory Certification: I certify that this is an accurate statement of the major duties and responsibilities of this position and its organizational relationships, and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds, and that false or misleading statements may constitute violations of such statutes or their implementing regulations.							
a. Typed Name and Title of Immediate Supervisor		b. Typed Name and Title of Highest Level Supervisor or Manager (optional)					
Signature		Signature				Date	
		ANNE MARIE JONES				1/10/03	
21. Classification/Job Grading Certification: I certify that this position has been classified/graded as required by Title 5, U.S. Code, in conformance with standards published by the U.S. Office of Personnel Management or, if no published standards apply directly, consistently with the most applicable published standards.		22. Position Classification Standards Used in Classifying/Grading Position					
Typed Name and Title of Official Taking Action							
E. LANIER-BALLENGER, PRINCIPAL CLASSIFIER							
Signature		Date					
E. Lanier-Ballenger		1/9/03					
23. Position Review		Initials		Date		Initials	
a. Employee (optional)							
b. Supervisor							
c. Classifier							
24. Remarks							
25. Description of Major Duties and Responsibilities (See Attached)							

**PD NBR: NAVFAC 7**

**CLASSIFICATION: HOUSING MANAGEMENT ASSISTANT NF-1173-03**  
**ORG TITLE: EXECUTIVE HOUSEKEEPER NF-1173-03**

### **INTRODUCTION**

This position is located in the Visitors Quarters (VQ) operation at *NAME OF COMMAND*. The purpose of this position is to provide direct onsite management and administration of housing facilities or complexes including supervising the housekeeping staff and to ensuring guests are provided adequate and timely housekeeping services.

### **MAJOR DUTIES**

Performs a full range of second level supervision to include training, planning, work direction and administration for a large number of housekeeping employees. The subordinate workforce receives day to day supervision from three or more NS-3566-02 supervisors. The workforce is dispersed into a large number of buildings and locations.

Conducts daily inspections of rooms to ensure that the housekeeping staff maintains acceptable levels of cleanliness, material condition and compliance with VQ regulations. Inspected areas include walls, doors, carpets, FF&E, plumbing and HVAC systems. The incumbent takes corrective action on all housekeeping discrepancies and reports all other discrepancies to the appropriate office for action.

Validates room furniture inventories by condition and count.

Develops the organizational structure and staffing requirements of the housekeeping department. Responsibilities include writing position descriptions, advising management of all personnel requirements and interviewing/hiring of prospective staff.

Advises management of all items required to accomplish the housekeeping mission, including accountability and responsibility for bulk items issued from the storeroom. The incumbent is also responsible for coordinating, supervising and completing the quarterly linen inventory as well as periodic unannounced supply inventories.

Determines uniform requirements for subordinate staff, advises management of those requirements and ensures that subordinate staff members meet specified standards of dress and personal grooming.

Develops and conducts a training program using Performance Plus and other necessary materials. Maintains training records for each staff member.

Coordinate with the Front Desk Supervisor to determine daily room requirements and ensuring that subordinates clean occupied rooms to required standards and make vacant rooms ready.

Handles guest and/or staff suggestions and complaints, resolving problems in a tactful and diplomatic manner, referring difficult and/or unusual situations to management.

Reads and interprets business records and statistical reports. Through evaluation of staffing needs, supply and linen usage and furniture condition provides input for the budget on required expenses.

Conducts special studies or reviews as assigned. Resolves housing problems and prepares reports.

Performs other related duties as assigned.

#### **FACTOR 1. SKILLS AND KNOWLEDGE REQUIRED**

Completion of a formal course in hotel industry housekeeping procedures or have four years experience in the same or closely related field. Must possess the ability to supervise and to instruct. Must possess basic math and reading skills. Must be able to communicate clearly and effectively both verbally and in writing with management, staff and guests.

Knowledge of the basic principles, techniques, and methodology pertaining to management planning, coordinating and efficient use of lodging facilities.

General knowledge of construction, maintenance, repair and improvement practices and the methods and procedures involved in determining acceptable work performance.

Manages the annual leave program for all staff members and prepares written performance evaluations.

Ability to evaluate the adequacy of lodging processes.

Knowledge of VQ housekeeping and facility policies and standards; use and care of cleaning solutions; and safety, environmental and fire prevention regulations and practices.

Ability to work independently and supervise the housekeeping staff.

## **FACTOR 2. SUPERVISORY CONTROLS**

The incumbent reports directly to the Manager and is responsible for implementing management functions and policies for the housekeeping staff. Supervisor defines objectives and assists in unusual situations lacking clear precedents. The incumbent has a wide latitude in planning and carrying out duties and responsibilities. The incumbent is also responsible for introducing modifications in operations that contribute to towards increasing housekeeping efficiency. Completed work is spot checked for conformance to policy and timeliness.

## **FACTOR 3. GUIDELINES**

Guidelines include, but are not limited to: OPNAVINST 11103.1B, DOD, SECNAV, OPNAV, NAVCOMPT, BUPERS, and activity policies, including BUPERSINST 5300.10A, other regulations, manuals, and guides related to VQ activity matters. Incumbent is responsible for a variety of unrelated functions. Incumbent uses judgement to select guides appropriate for the situation. Situations requiring significant deviation are coordinated with supervisor.

## **FACTOR 4. COMPLEXITY**

The work involves the performance of a variety of management functions related to the management, operation, and maintenance of VQ housing. Priorities must be established to meet commitments and ensure occupant satisfaction. Incumbent must exercise mature and impartial judgment in counseling occupants, resolving problems, etc.

## **FACTOR 5. SCOPE AND EFFECT**

The purpose of the work is to provide direct onsite management and administration of facilities and complexes. The work directly contributes to the military members,

retirees and family member's quality of life, and contributes to job satisfaction and retention of valuable members.

**FACTOR 6. PERSONAL CONTACTS**

Contacts include guests, housekeeping staff, other VQ staff members, and other installation staff as well as vendors, contractors and visitors from other operating offices on the installation.

**FACTOR 7. PURPOSE OF CONTACTS**

Contacts are made to exchange information, plan and/or coordinate functions and resolve problems. Informs tenants and staff of housing requirements or noncompliance with established regulations concerning safety, cleanliness and habitability standards.

**FACTOR 8. PHYSICAL REQUIREMENTS**

The Executive Housekeeper is required to do considerable standing, bending, walking, pushing, pulling and climbing. Must have ability to perform moderately strenuous physical labor as unassisted lifting, moving and carrying of supplies and equipment weighting up to 45 pounds is required. May be required to climb/descend stairs and properly placed stepladders. Must be capable of performing cleaning duties on an "as needed" basis to cover for staff shortages or other unanticipated occurrences.

**FACTOR 9. WORK ENVIRONMENT**

Work is primarily performed indoors in areas that normally have adequate heat, light and ventilation. Some facilities will require exposure to outdoors, as access to rooms is from the outside, resulting in exposure to weather conditions. The incumbent is exposed to dirt, disagreeable odors and skin/eye irritants from strong cleaning solutions used in stripping floors and household cleaners. Personal Protective Equipment (PPE) is provided, used and if issued, worn appropriately.

**SPECIAL REQUIREMENTS**

This position is subject to the possibility of workdays on weekends and holidays. In order to verify fitness for duty, a complete physical examination at a military medical facility may be required. Must possess a valid state driver license, as travel to other VQ facilities may be required within the normal scope of duties.

This position is subject to completion of a satisfactory background check and/or National Agency Check (NAC) in accordance with NAVFAC policy.

The incumbent is expected to work towards and obtain certification in housekeeping.